



**CHRISTOPHER M. HUBER**  
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**VIA ELECTRONIC FILING**

Jocelyn G. Boyd, Esquire  
Chief Clerk & Administrator  
Public Service Commission of South Carolina  
101 Executive Center Drive, Suite 100  
Columbia, South Carolina 29210

RE: Inquiry Initiated by Commissioner Ervin to Investigate the Reported Sale of Customers' Personal Information to Third-Parties by Dominion Energy South Carolina, Incorporated  
**Docket No. 2019-363-E**

Dear Ms. Boyd:

Please allow this letter to serve as an update to the Public Service Commission on the status of the investigation the Commission requested the Office of Regulatory Staff ("ORS") undertake in this matter. On December 6, 2019, ORS served an initial set of requests for records and information on Dominion Energy South Carolina, Inc. ("DESC"), to which DESC responded timely. ORS, on January 13, 2020, served a second set of requests for records and information on DESC, along with sending a set of information requests to HomeServe USA Repair Management Corporation. The marketing solicitations sent to DESC customers that prompted this investigation related to repair plans offered by HomeServe. Once ORS receives responses to these additional information requests, it will complete its review and analysis of all the information provided. ORS anticipates providing a report in March or as soon as practicable upon receiving the information requested.

Sincerely,

Christopher M. Huber

cc: All Parties of Record (via e-mail)  
Joseph Melchers, Esquire (via e-mail)